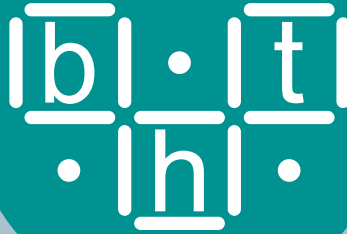


Support

Housing
Services



Annual Review

December 2019

Reaching the
Most Marginalised

Recovery
from Addiction

Work, Learning
and Employment

Mental Health
and Wellbeing

Legal and
Advice

Combating
Homelessness

Housing

Combating Homelessness • Creating Opportunities • Promoting Change

www.bht.org.uk

BHT in Numbers

Last year:

BHT's clients



7,853 clients and tenants used the services offered by BHT or were accommodated in the homes we provide

BHT's clients



1,292 clients across our services were rough sleepers, sofa surfing, staying with friends, living in cars or caravans, or in other short-term temporary accommodation

BHT's staff



Over **20%** of our staff are former BHT clients or have themselves been homeless

BHT's volunteers



63 volunteers gave a total of 2,809 hours of their time to BHT

Work, Learning and Employment



1,142 people used our community centre, the Whitehawk Inn, for education, training, information and advice

Combating Homelessness



83 people under 25 were accommodated in our homeless hostels and other residential services

Legal and Advice



4,210 people received advice or legal representation from one of our advice centres in East Sussex

Combating Homelessness



We prevented **949** people from becoming homeless

Mental Health and Wellbeing



450 people benefited from our Mental Health and Wellbeing Services

Recovery from Addiction



We supported almost **100** men and women to achieve abstinence and recovery from addiction

Housing Services



513 households and individuals were accommodated in our homes in Brighton, Eastbourne and Hastings

First Base



More than **1,000** people used the services at First Base, our day centre for rough sleepers in Brighton

Introduction

'Living on the Margins' was the title of a concert given in support of BHT this September by the violinist Sian Philipps and the pianist Constance Chow. At the concert three groups of people were identified:

- those with a high profile living on our streets;
- those who are on the verge of homelessness and rough sleeping because of financial crises, mental health or addiction problems, or relationship breakdowns, sometimes through violence and abuse;
- and those who are stateless migrants and refugees.

Over the last year Brighton Housing Trust has worked with people from all three groups. In fact, we worked with 7,853 individuals and households. 1,292 were sleeping rough. 57% had a physical or mental health problem.

We work with the most marginalised and the most vulnerable. They are the ones who slip through the safety nets that exist, or fall where there are no longer safety nets.

Through the support provided at First Base, 174 individuals ended their rough sleeping.

Through our advice centres in Brighton, Eastbourne and Hastings, we prevented 775 households from becoming homeless.

Our clients may have been the most marginalised and the most vulnerable in society when they came into contact with us for the first time. But through our work, a snapshot of which is provided in this annual review, we together with partners bring about change so that our clients and tenants can take advantage of the opportunities that are available to them, so that they can combat and overcome homelessness, statelessness, mental ill health, addictions, violence and abuse, and poverty.

Here are just two simple facts:

- through the support provided at First Base, 174 individuals ended their rough sleeping, and
- through our advice centres in Brighton, Eastbourne and Hastings, we prevented 775 households from becoming homeless.

Can you imagine what the situation would be without BHT?

Our services, particularly First Base and the advice centres, can only continue to run because of your generosity. Thank you for your support over the last year, and thank you for the support yet to come!

I hope you will be inspired by the accounts of our work reported in this annual review. I know I have been.

Andy Winter, Chief Executive



The Way We Work

Psychologically Informed and Trauma Informed Practice

BHT specialises in working with people who have experienced many forms of exploitation, trauma and abuse. Over the past 50 years we have expanded our range of services as well as continually improving the quality of the support we offer.

At the heart of our organisational culture is psychologically informed and trauma informed practice; creating an environment in which the psychological needs of our clients, tenants and staff are both recognised and valued.

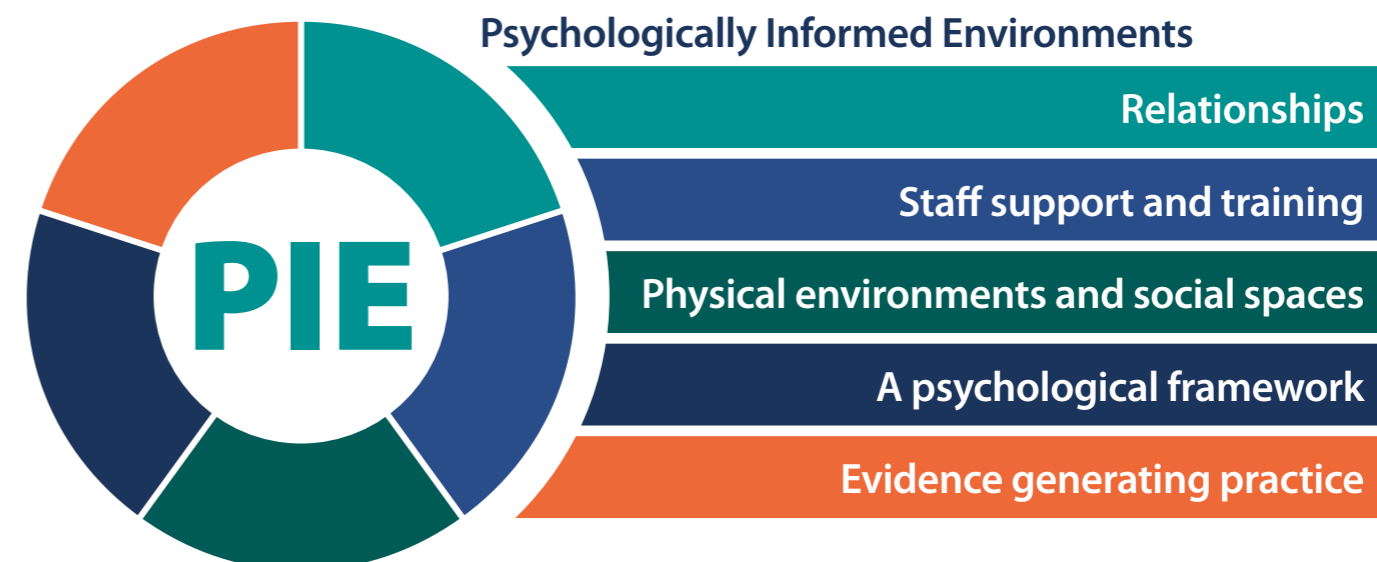
An environment of continuous learning, peer support, quality supervision and opportunities for training and development enables us to recruit and retain high-quality staff with a broad range of knowledge, experience and skills.

Psychologically informed and trauma informed ways of working enable us to really get to know the clients and tenants we are supporting and

to work alongside them each step of the way in achieving a life that is meaningful and hopeful for them.

Working in a psychologically informed way means that we are willing to try new approaches in order to help staff, clients and tenants to thrive. We believe that being person-centred is a core part of this, moving away from a one-size-fits-all approach.

A key part of this is reflective practice; a culture in which we review the work we do, and are open to challenge and feedback, all with an aim of continually improving what we do and always remembering *why* we do it.



Fulfilling Lives South East Partnership

Fulfilling Lives South East is one of twelve interlinked projects across England funded by the National Lottery Community Fund. The South East Project is led by BHT and operates in Brighton & Hove, Eastbourne and Hastings, with partner organisations Equinox and Oasis Project. Its aims are:

- to provide intensive support for people experiencing multiple disadvantage
- to involve people with lived experience of multiple disadvantage at all levels
- to make systems and services work better for people facing multiple disadvantage.

A snapshot survey this year showed that 93% of the women on Fulfilling Lives' caseload had experienced domestic abuse and, when we began working with these women, 76% were homeless, 96% had substance misuse and mental health needs, 88% had histories of offending, and 72% had disabilities.

What is multiple disadvantage?

Multiple disadvantage is when a person experiences a combination of homelessness, addiction, re-offending behaviour and/or mental ill health at the same time. People facing multiple disadvantage are said to have multiple and complex needs which are often not met effectively by services, partly because most public services are designed to deal with one problem at a time.

People with complex needs frequently experience stigma and discrimination. The severity and complexity of a person's problems means they are often turned away from the very services that are set up to help them because their behaviour is seen as too challenging.

Providing intensive support

Our frontline team work with a small caseload of clients who have not previously engaged well with services, or it might be better to say that services had not engaged well with them. Our clients are facing a combination of issues including homelessness, substance and alcohol dependency, mental health problems, and being in and out of prison. These are often accompanied by experiences of domestic violence, exploitation and complex physical health needs. It may take many months to build trust and engagement with our clients. Our support is open ended and takes into account the emotional and psychological needs of the individuals accessing it.

Engaging people with lived experience

Our Service User Engagement team ensures the genuine involvement of those with lived experience of multiple disadvantage at all levels within the project. The team consists of volunteers and paid staff with lived experience who gather feedback and insight into the gaps and barriers experienced by those with the most complex needs.

Improving systems and services

Our staff members explore, promote and evidence best practice, and they share this through co-produced resources, training, events, and publications. They work directly with local partners and stakeholders to achieve real change and improvements in local services and systems. The aim is that the evidence generated by the programme can be used to lead to 'systems change' and, ultimately, to ensure that services better meet the needs of those with multiple and complex needs.

“What I liked about Fulfilling Lives, was that there are less clients, so you could spend more time with each person. Even when I messed about and wasn't ready, we never cut each other out. They didn't go away, and they helped a lot.”

Fulfilling Lives South East client



National Fulfilling Lives Campaign

This year the twelve national Fulfilling Lives projects came together to create a campaign called #SeetheFullPicture. The campaign aims to reduce the stigma experienced by some of the most disadvantaged and forgotten about people in our society.

As part of this, the first 'Multiple Disadvantage Day' was held on 3 July 2019 with coordinated events up and down the country. It was a great success. Fulfilling Lives South East organised a 'Living Library'

where real people, rather than books, were 'borrowed' by attendees, creating a space for conversations that challenged stereotypes and stigma.

Through Multiple Disadvantage Day, the national Fulfilling Lives Programme is asking for change. Change in public perception. Change in the way systems and services work. And most importantly, positive change for people facing multiple disadvantage.

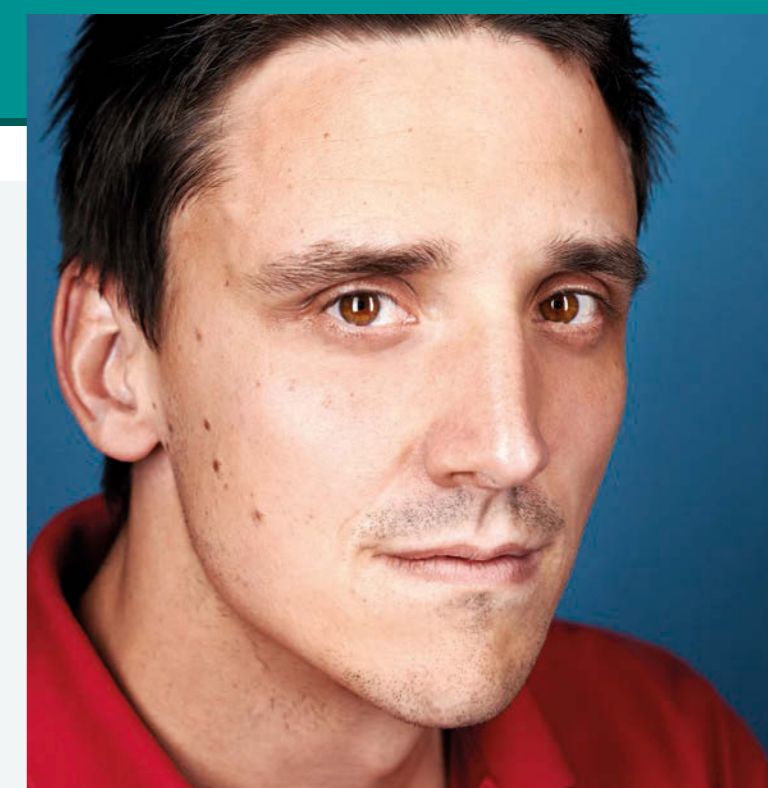


Ian's Story

When a person has multiple and complex needs, it is often unclear who they can turn to for help. Ian has serious mental health issues combined with physical health and mobility problems, alcohol misuse and a history of repeat offending. When our case worker met him he was living in a high support hostel in Brighton, but within a few weeks had been sent to prison. This meant that he lost the housing that was best suited to his mobility needs, which had been a challenge to secure, and he was at risk of street homelessness on his release from prison.

At this point most of the other services involved in Ian's care broke off contact with him. However, our case worker kept his case open while he was in custody, making several visits to him in prison to get to know him and to build his trust. The case worker worked hard to explore how to make existing support systems work better for him. He liaised with housing officers to get a previous ban from emergency accommodation reviewed and removed. This reduced the risk of Ian being released from prison straight onto the streets.

Our case worker worked in partnership with the prison, the local Housing Options team, emergency accommodation providers, support agencies, community nurses and occupational therapists in order to ensure that Ian had a full package of support that met his needs as well as possible. He also met with Ian, his mother and a family friend on the day of his release,



supporting him to persevere with the process of making a homeless application and getting housing.

As a result, Ian was able to see clearly the support available to him from the first day of his release and was housed the same afternoon in emergency accommodation, thereby avoiding the need to sleep rough. The coordination and cooperation brokered by our case worker between different services meant that Ian could overcome some of the barriers to accessing support that he had previously experienced. A major key to success was working with Ian while he was in custody and going to visit him regularly to assess his needs, and to coordinate agencies in the community to support him on his release. The regular visits to Ian really helped to build trust, which is now the basis of the ongoing therapeutic relationship.

"I am now beginning to feel well supported but it has been quite chaotic. I'm trying... I want to get on"

Homelessness Services

First Base Day Centre

BHT's First Base Day Centre is Brighton's largest resource centre supporting people who are street homeless. As well as providing food, showers, and clean and dry clothes, it supports people to get off the streets and find a place they can call home. First Base works in partnership with other agencies to deliver healthcare, mental health support, learning, employment and housing services for our clients.

We are always seeking out new partnerships and opportunities that can benefit our client group, and last year began working with St Mungo's to run an Assessment Hub at First Base which provides space for seventeen people each night. The aim of the Hub is to engage with people who are new to sleeping on the streets and get them support as soon as possible to prevent them from becoming long-term rough sleepers. Other recent initiatives include hosting a needle exchange at First Base in partnership with Pavilions (the city's main

community substance misuse service) and running certified Food Safety courses for clients in partnership with FareShare and Brighton and Hove Food Partnership.

'First Base helped me to get a job and get off benefits'

Client who achieved the Level 2 qualification in Food Safety for Catering from a course run at First Base



398 individuals received one-to-one case work support through First Base last year.

Neil's Story

Moving on from long term rough sleeping is hard, especially for vulnerable people who need more support to access services. Neil started sleeping rough around two years ago. He was suffering from physical and mental health problems, which had been exacerbated by life on the streets.

When he first started coming to First Base, Neil was sleeping under Brighton Pier. After sleeping out all night, he looked forward to the chance to get warm and have a shower, put on clean clothes, and have a hot meal. More importantly, he was able to get support and advice to help him find a way out of rough sleeping.

First Base supported Neil to present to the Local Authority and he was placed in temporary accommodation. However, as is the case with many of our clients, his problems did not disappear simply because he had a roof over his head. He suffered a serious deterioration in his mental health and was admitted to hospital. While he was in hospital Neil lost his accommodation and, on discharge, he had to return to rough sleeping.

Neil again sought support from First Base as his mental and physical health was getting worse. His case worker advised him of all the support



options available to him and accompanied him to a meeting with Brighton and Hove City Council, who found him to be in priority need for housing due to his poor health. As a result, he was offered accommodation that same day.

Neil arrived at his new home with no possessions of his own, and realised he would need more help to maintain the changes in his life. His First Base case worker helped him to find bedding and kitchen utensils, and made referrals to the Food Bank. With continued and flexible support, Neil has now moved on from rough sleeping and has somewhere safe and warm to stay each night.

More than 15,000 visits were made to the early morning rough sleepers' session at First Base last year.

"By talking to staff here at First Base in the mornings they lifted me up and made me feel better about things."

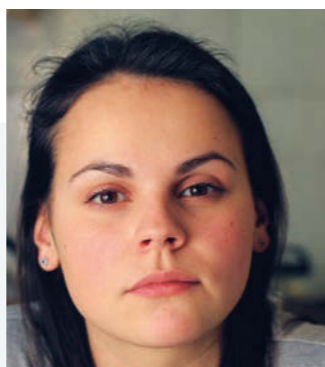
Client, First Base

Hastings Young People's Service

The Hastings Young People's Service provides supported accommodation for vulnerable 16 to 25-year-olds who are usually homeless or leaving care, and who may have a wide range of complex needs and challenging behaviour.

The service works by forming and building positive relationships, recognising historic trauma and the impact this may have on a young person's ability to trust and engage with support. Clients are able to progress at their own pace. Key workers agree personal targets with them to improve their life skills relating to health and well-being, budget and tenancy management, education, training and employment.

We direct clients to external services where their needs lie outside our areas of expertise, but we ensure they are supported when accessing these. We have three different stages of accommodation, which provide progressively less intensive support, and aim to provide a pathway to independent living.



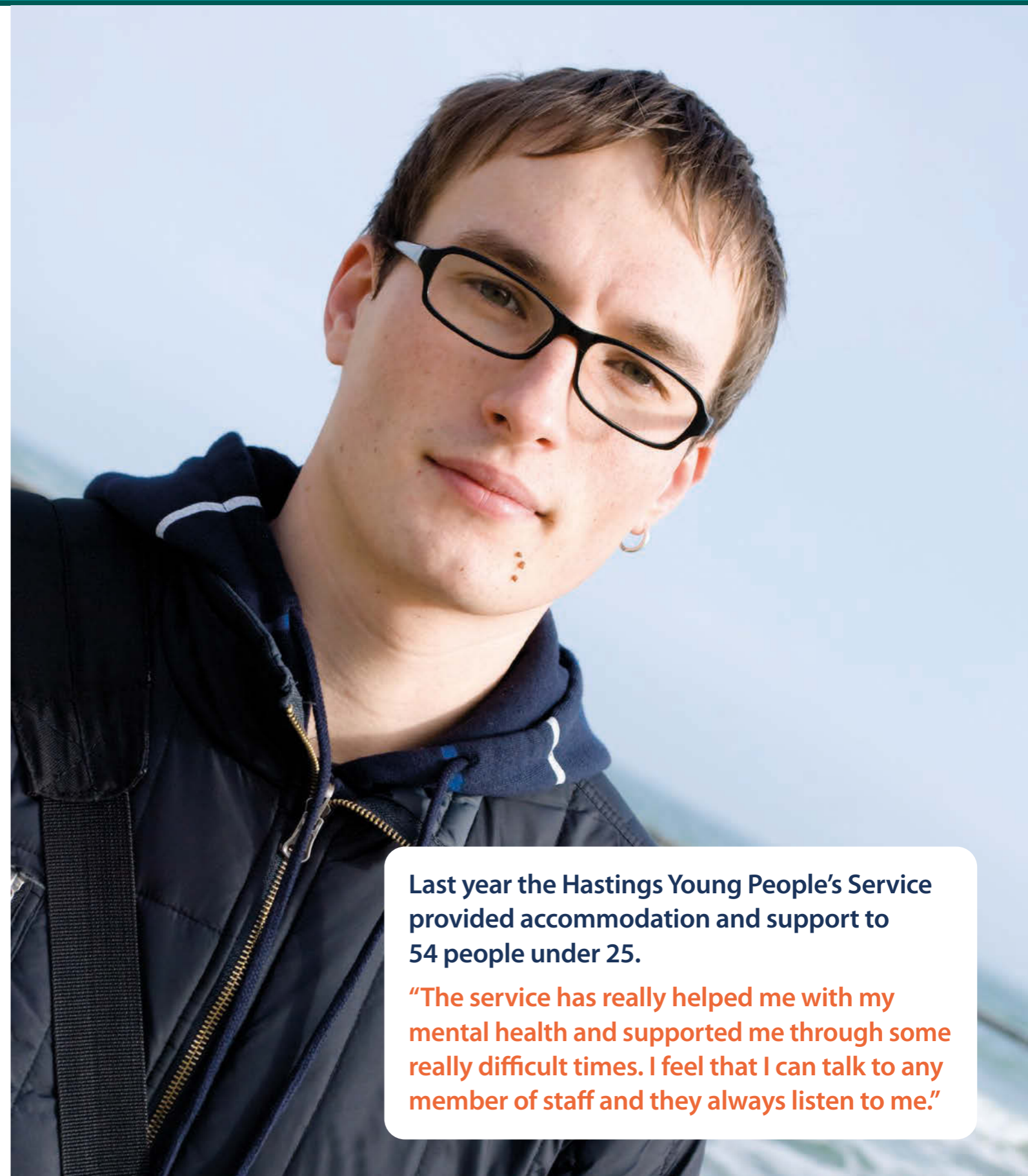
Emma's Story

Emma came to Hastings Young People's Service following a family breakdown. She had a history of substance abuse and mental ill health. She made the most of the support on offer and progressed well to semi-independent living. However, after a while it became apparent that she was not coping well, sadly resulting in a suicide attempt and admission to hospital.

On her return to the service she and her key worker agreed a new support package to meet her needs including being able to see the staff in the service whenever she needed to, and regular welfare checks. With all this in place, Emma responded well and continued to make progress. However, after a brief attempt to return to her family home, she had a setback to her mental health. She decided to move back to the house with the highest level of support in the project.

It became evident that Emma had the skills to live independently but needed 24-hour support to be available. Just knowing that the support was there was often enough for her. Her move-on plan was therefore adapted accordingly, to focus her progress towards more independent living in the service where clients live in self-contained accommodation, but staff are available throughout the day and night.

Emma is currently doing well and has built her confidence and self-esteem significantly. Recently she volunteered to be the client representative, liaising between staff and clients and being a spokesperson for the service. She feels she has been given the time to build her skills and been 'allowed' to make mistakes as part of her learning journey. She is now looking forward to the future.



Last year the Hastings Young People's Service provided accommodation and support to 54 people under 25.

"The service has really helped me with my mental health and supported me through some really difficult times. I feel that I can talk to any member of staff and they always listen to me."

Phase One

Phase One is a 52-bed high support hostel for single homeless people with complex support needs. The project works with clients who are largely vulnerable, chaotic and who have a long history of sleeping rough. We work to increase self-esteem and create a space where clients can begin to address the issues at the root cause of their homelessness, make the changes necessary to lead more settled lives, and realise their aspirations. Staff deliver a client-centred model of support which is focused on people's strengths.

“The initiatives taken by Phase One, such as the creation of a medical room, provision of a computer room for clients, a protocol for supporting pregnant clients, an intervention policy and procedure and the planning of a respite room for female rough sleepers, demonstrate a service always trying to deliver more opportunity for their clients.”

Craig Cotton, Commissioning Officer for Adult Social Care in Brighton and Hove

Laura's Story

Laura came to Phase One with a long history of poor mental health, unstable accommodation and street homelessness, and periods in prison. She had been diagnosed with Personality Disorder which resulted in regular self-harming, and had struggled to access appropriate specialist support.

Laura's first brief stay at Phase One came to an end when she received a prison sentence for anti-social behaviour; on her release we offered to house her again. The service provided targeted support to help her maintain her stay, helping her to develop better coping strategies. As we got to know Laura we understood that she had survived some very difficult times, including early family trauma and violent abuse from peers and the public while rough sleeping.

Laura has a lot of positive attributes and strengths which were used in the support planning process. She is independent and has a great sense of humour, and was keen to help others out, for example volunteering with a local charity and giving IT support to fellow clients. We tailored our support to her personality and learned that an assertive but humorous approach was most effective.

Laura's key worker was able to identify other agencies that could potentially support her, but there were barriers to her accessing some services. For example, specialist Personality Disorder support was only available to those who could work in a group, which Laura was not comfortable with.



A breakthrough came when Laura's key worker referred her for an autism assessment, suspecting it may explain some of her behaviours, and she was diagnosed with autism. This helped both herself and her support network to better understand her needs and responses to situations, and it also opened up new avenues of support from specialist services for her.

With this new diagnosis confirmed and after consultation with the Local Authority's Housing Options Team and assessment by a social worker, Laura was put forward for a new housing initiative, and successfully secured a flat. She moved into her own home ten months ago, has recently passed her probation period and now has a secure tenancy. With a support network in place, she is fully enjoying her life in the community.

Addiction Services

BHT's Addiction Services provide residential treatment for people seeking abstinence and recovery from drug and alcohol addiction. Together the Detox Support Project and the Recovery Project provide a pathway for clients to achieve and sustain abstinence by learning recovery skills and becoming active members of a recovery support network. A third stage of treatment for ongoing recovery is provided by the Move On project, where residents are able to engage in education, training or employment activities.



In May 2019 the Detox Support Project was inspected by the Care Quality Commission (CQC) and we were delighted to receive an overall rating of 'Outstanding'. Of the 137 services in Brighton and Hove that the CQC inspects and grades, only nine currently have the Outstanding rating, three of which are provided by BHT.

"There was a proactive approach to understanding the needs and preferences of different groups of people, and to ensuring the service met these needs, promoting accessibility and equality... Relationships between clients and staff were strong, caring, respectful and supportive."

Extract from the CQC's inspection summary for the Detox Support Project, May 2019.

"The Detox Support Project is absolutely brilliant. Staff have been great with letting me do a slower detox due to health problems. Everything was done to make me feel comfortable – it's the only place I've been able to do a safe detox. The structure works really well, especially the groups. I'm leaving here clean and free from active addiction to rebuild my life. This is the only way I know that works. Thank you for all the help I received."

Client, Detox Support Project



Paul's Story

Paul is a 49 year-old man who was street homeless in Brighton for four years, suffering from heroin, crack cocaine and alcohol addiction. He also had multiple physical health difficulties. For a long period of his life, Paul's closest companion was his dog Lil. As Paul explains in his account below, he was someone who other support services found difficult to reach, but he eventually managed to turn his life around with the support of BHT's Addiction Services.

"In the Summer of 2014, I set off around the country after being made homeless in the North East, with my dog Lil. We ended up in Brighton where I had a mate from up north that had lived here for years. Lil and I stayed at hers for about a month, then had to move out so we ended up on the street.

"Lil and I ended up spending the next four and a half years on the streets of Brighton, sleeping in car park stairwells, bin

cupboards, sometimes tents in bushes – basically anywhere that was sheltered and out of the way – avoiding shop doorways for safety reasons.

"Being part of the 'invisible' homeless community, I was also being missed by the homeless services – they knew about me but not where to find me. That wasn't their fault. I was also alcohol dependent and addicted to heroin and crack cocaine, as I had been all my adult life to one degree or another, so taking time to access services myself was out of the question. I needed to make the money to buy my drugs and feed Lil and myself. Lil and I were a regular sight on my begging pitch on London Road for 3 to 4 years.

"It was here, on London Road that I heard about the Recovery Project and 'Number 5' (the Detox Support Project), by seeing people I knew from the street that had accessed BHT Addiction Services and amazingly they were clean of their addictions and doing well. It was good to see.

"Sadly, 'our Lil' passed away on the 6th October 2018. I was devastated and completely alone. I hit rock bottom, drinking and using more and more. I had to do something different. Although the loss of Lil was terrible for me, I know that I would never have left her to start exploring the possibility

of rehab if she hadn't died, as she was my life. It was me and Lil against the world.

"Determined to change, I got myself a prescription for Subutex (a detox medication) from Pavilions Partnership and, after hearing about the weekly Drop-In sessions at the Detox Support Project and the Recovery Project, I started going to these regularly. The atmosphere in these Drop-In groups was friendly and reassuring and, with support from my Pavilions Partnership Care Coordinator, I was referred to the Detox Support Project.

"On the 23rd April 2019. I was accepted by DSP to detox from opiates. This is the date my life started to really change. Thanks to the very kind help and support of the staff and my peers at DSP, I completed my detox on the 10th June 2019. I left there a week later for the Recovery Project, where I've been since.

"I didn't realise when I set out on this journey that getting clean would be an ongoing process, involving a lot of self-realisation about who I am and what made me an addict. Without the support of BHT Addiction Services, I would surely be back on the street and lost in my addiction. I am massively grateful for this opportunity to draw a line under my old life and start afresh with the help and support that I've received."

Last year we supported almost 100 men and women to achieve abstinence and recovery from addiction.



Legal and Advice Services

BHT has advice centres in Brighton, Eastbourne and Hastings providing specialist advice on a range of housing, immigration and welfare benefits related issues. Two of the services provided are featured below.

Immigration Legal Service

BHT's Immigration Legal Service has helped hundreds of refugees and asylum seekers with legal support. The majority of those we work with are 'unaccompanied minors'; young people and children who have often endured unimaginable suffering, and who have no adults to look after their welfare when they arrive in the UK. The youngest person the service has worked with was just 8 years old.

BHT is the only legal aid advice and representation provider in Brighton and Hove for refugees and asylum seekers, and as such our services are in high demand. Last year we achieved positive outcomes for 84% of the clients whose cases we took on.

We provide a crucial service for some of the most vulnerable people in our community, including victims of trafficking and domestic violence. We meet women who have been trapped in their homes for years by abusive partners and children who have been trafficked and made to pay off 'debts' through forced labour.

Our solicitors and advisors take time to build trust with clients, so that they feel comfortable to disclose details of their lives and fears which help to build the strongest cases possible. The high success rate of the service is a testament to this.

"You may never realise how helpful you have been. I needed help and you were there at exactly the right time in the right way. You are the best. Many thanks."

Immigration Legal Service client

YL's Story

YL was living in Vietnam with her parents when tragically, when she was just 14, they both died within a short time of each other. Her parents had massive debts when they died, and the people that they owed the money to decided YL would have to pay it off. She was trafficked abroad and sold into prostitution. She was then brought to the UK and forced to do the same work again. However, this time she managed to escape, came into the care of Social Services, and claimed asylum.

She met our solicitor after she was moved to the local area and they started to build her case. She was suffering from post-traumatic stress disorder, depression and anxiety, and it took a

long time to build her trust and prepare a long and harrowing statement. Her first asylum claim was refused. Whilst the Home Office and court believed her history, it was not accepted that she would be at risk if she was returned to Vietnam.

Our solicitor appealed the decision and obtained more evidence to show that she would be in danger if she returned, and that her mental health would further deteriorate. This included medical evidence, and testimony from a Vietnam Country Expert and her carers, with whom she had formed a strong relationship. Their persistence paid off and YL was granted refugee status. She is now settled and studying at College, with hope for a better future.



Court Duty Scheme

The Court Duty Scheme is a little known but incredible service which provides last-minute emergency advice for people who are facing eviction. When repossession cases are being heard in Brighton, Lewes or Hastings Courts, our specialist Housing Advisers can step in to protect people and ensure they know their rights. These clients have usually never sought advice or representation

before meeting our advisers that morning. Often alternatives to eviction can be worked out, debt payments can be renegotiated, and people can stay in their homes. The service is freely available to all.

For people on the brink of losing their home, this service can offer a reprieve by giving them access to justice when they need it most.

Sarah's Story

Sarah is a housing association tenant with young children who was facing eviction after getting behind with her rent. She is a single parent and had been forced to take time off work due to family bereavement and health issues. Despite this, she had agreed repayment terms with her landlord and had kept to them, but her landlord

still took her to court to seek possession. Despite the rent arrears being quite high, the court duty adviser was able to stop the possession order going ahead, and negotiated affordable weekly repayments towards the arrears, which meant Sarah was able to manage the debt and stay in her home.



Last year, our Brighton, Hastings and Lewes Court Duty Schemes worked with 333 people in court on the day of their hearing. They prevented an outright possession order from being granted in 87% of these cases. This meant that 289 individuals and their families did not become homeless.

"Many thanks for your help and being there when I needed you."

Court Duty Scheme client

Mental Health and Wellbeing Services

BHT delivers several services providing specialist support, accommodation, groups and counselling to adults experiencing mental health issues. Two of the services providing specialist supported accommodation are featured below.

Shore House

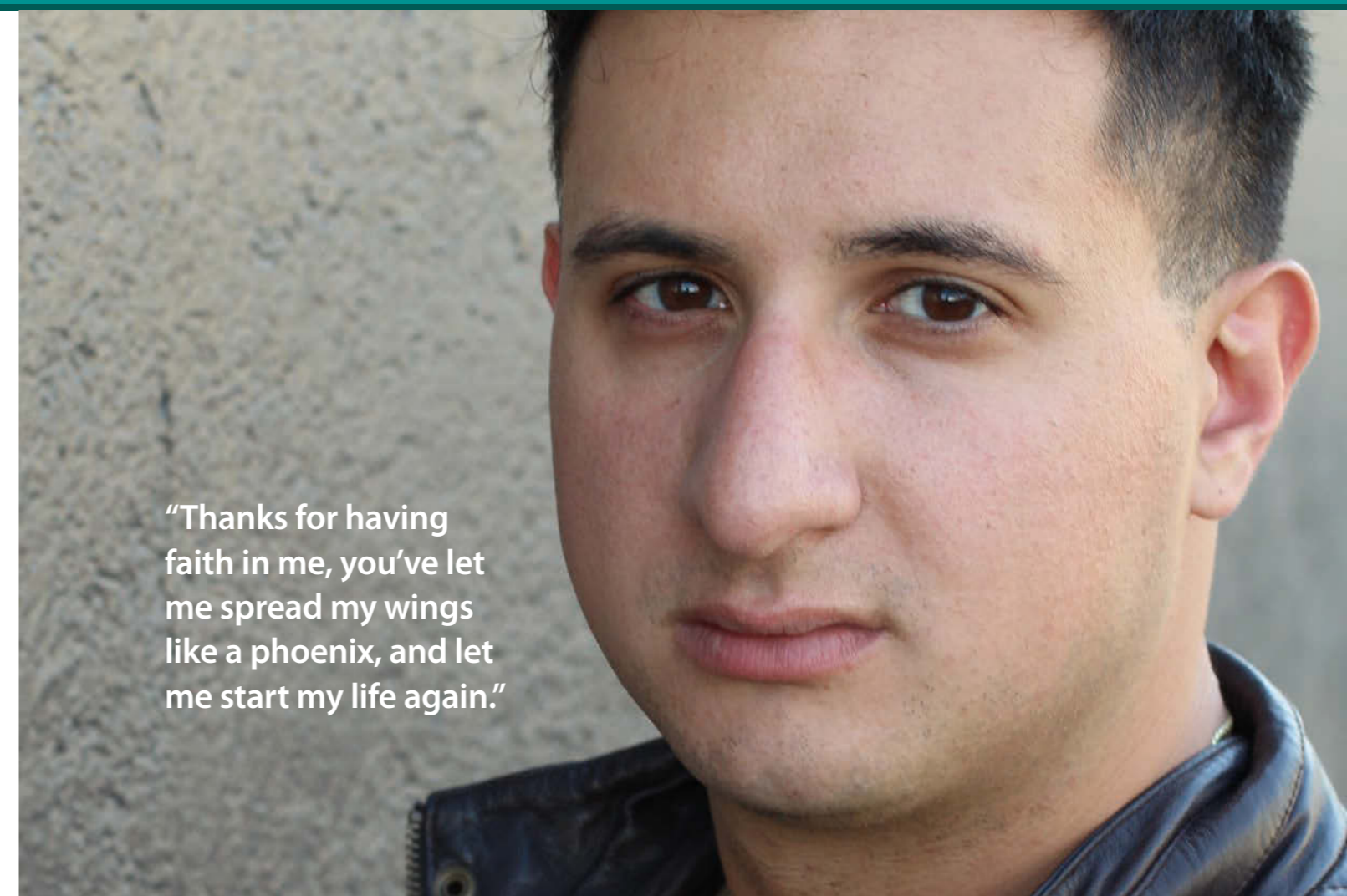
Shore House is an innovative service which provides accommodation and 24-hour intensive support to 20 people with a range of mental health diagnoses, and to those experiencing the effects of complex trauma. The team use psychologically-informed ways of working to gain a greater understanding of the values and aspirations of each client, and provide support which is empathic, responsive, and flexible to a diverse range of needs.

Last year with the help of some amazing volunteers and clients we transformed the back garden of Shore House to provide an alternative, creative space for clients and staff to enjoy. Featuring a landscaped lawn, summer house, seating area, raised beds for growing fruit and vegetables, and a 'wild area', the space can be used all year round and has proved to be a very beneficial resource for clients who are enjoying gardening, exercise and relaxing in nature.

Last year 135 people were accommodated and supported in BHT's residential mental health services.

"I feel I'm important and that staff have empathy and I belong."

Client, Shore House



"Thanks for having faith in me, you've let me spread my wings like a phoenix, and let me start my life again."

Kyle's Story

Kyle moved into Shore House from unsupported emergency accommodation. He had experienced homelessness, addiction and long-term mental health issues, all of which made him feel as though he was in 'a different class' to others in society and ignored by everyone.

Kyle felt that being pushed from pillar to post in relation to treatment for his mental health issues had caused him to start thinking that life wasn't worth living.

Kyle has found the high level of support offered at Shore House very beneficial. He likes that

staff are available 24 hours a day and, unlike other places he has lived, they always notice when he seems a bit low and offer him time to talk. Soon after moving in it became apparent that Kyle was a keen gardener and he readily accepted the offer to be the garden co-ordinator. He has found this role to be enjoyable, therapeutic and a way for him to show his gratitude for the support he receives.

Kyle says since moving into Shore House he has started to feel appreciated and can think two to three days ahead, rather than just five minutes ahead, as he used to.

Route One

Route One provides specialist supported accommodation for sixty adults with mental health issues and complex needs. The range of accommodation is varied which means that we can offer flexible and creative options to meet individual preference and need. We work in partnership with a wide range of local health teams, enabling people to experience a comprehensive package of support which improves their physical and mental wellbeing.

Kate's Story

Prior to moving to Route One, Kate led a very unsettled way of life. As a child, she witnessed domestic violence between her parents which was followed by periods of staying in various women's refuges with her mother and younger brother, before sofa surfing at a friend's home for around two years. The family were in financial difficulties and sometimes Kate, her brother, and mother did not eat because they had no money.

Kate had a diagnosis of Obsessive-Compulsive Disorder (OCD) which included high levels of anxiety and a fear of contamination. This could result in her neglecting her personal hygiene, being unable to go outside and avoiding contact with people. Before moving into a Route One flat, she struggled to share bathing facilities at her friend's house where she was sofa surfing and did not shower for months due to her acute anxiety.

The Route One flat was her first tenancy, and the support provided there equipped her with the skills to live more independently in the

"It's the best supported housing service I have ever had"

Client, Route One

Route One often receives complex and high-risk referrals which other providers have turned down. For example, these may include clients with a history of arson, those engaged in risky substance use, or with hoarding behaviour. Our flexible and creative approach often stands out amongst other providers.

future. Over time, Kate started to use her shower regularly which improved her personal hygiene and self-esteem. We supported her to set up and pay utility bills, talk to services, contractors and professionals, make enquiries and report issues. Her confidence to resolve issues grew significantly.

One of Kate's greatest fears was where she would move to after she left Route One. She was highly anxious at the thought of moving into a shared house. Benefit regulations mean that as a person under 35 years of age receiving Employment Support Allowance, she was only eligible for housing benefit to pay for a room in a shared house. Despite encouragement from her Support Worker she was very reluctant to apply for Personal Independence Payment (PIP) as the thought of having to attend a Health Needs Assessment caused her unmanageable levels of anxiety, resulting in her being physically sick.

Following a two-month period of consistent support and encouragement from her Support

Worker, Kate agreed to take the PIP application process step by step, with the option of withdrawing her application if her OCD symptoms became unmanageable at any time. Due to her heightened anxiety it took three hours to complete the application form.

Her application for PIP was confirmed as successful within four weeks, and she did not need to attend a Health Needs Assessment. Kate felt extremely relieved at this successful outcome as it meant that she would have increased income and she was also exempt from the under-35 shared accommodation rule and entitled to full housing benefit.

Kate was able to look to the future with more confidence in the knowledge that she would not have to move to shared accommodation which would have a detrimental effect on her

mental health, and she was able to look for a studio or one bedroom flat in the private rented sector.

In June 2018, Kate's Route One Support Worker referred her to the new Private Rented Sector Access Scheme run by Brighton and Hove City Council (BHCC). This enables people in housing need to access privately rented properties using the BHCC deposit guarantee scheme, if needed. Kate's Support Worker accompanied her to workshops about the scheme and to viewings, and it was not long before Kate found a one-bedroom flat suitable for her.

Kate is now enjoying living in her own lovely flat. She is managing an Assured Shorthold Tenancy independently, and she makes regular visits to her family who live in the same area.



"My Keyworker has been absolutely wonderful and very helpful with both my mental health and move on. She has been with me through every up and down and I wouldn't be where I am without the support I received. This charity has been amazingly kind and I am forever grateful. Thank you for putting a roof over my head when I needed it most."

Work, Learning and Employment Services

Accommodation for Work

The Accommodation for Work project provides temporary shared accommodation for local single people who are homeless but actively involved in work or learning. It assists residents to access back to work schemes, training courses, voluntary work and placements, and to claim 'into work' benefits. The project has developed another initiative, the Choice Training and Development service, that helps staff in other homelessness support services to empower their clients to engage in work and learning activities.

Clients can live in the project for up to a year during which time they are supported to develop the personal, work and social skills that will enable them to move forward, rather than return

to homelessness. Many of the residents have additional support needs. A recent evaluation found that in the last four years 60% of residents were facing issues such as mental health problems or a history of addiction. While almost a quarter of the clients were sleeping rough when they came to the service, almost half were members of the 'hidden homeless' community – they were sofa surfing, back-packing, living in boats or caravans, sleeping overnight at work, or staying with friends.

Over the last 10 years, the Accommodation for Work project has given 260 people a chance to move on from homelessness. It has given them the support, skills, confidence and hope to rebuild their lives.



What our residents have said

“The Accommodation for Work Project helped me when I was at my lowest ebb. It stopped me from getting to that point of becoming entrenched homeless and that is a place you don’t want to be.”

“The essential things have been organised. BHT gave me the perfect base, a house to stay in, an address, time to reflect, facilities to cook with, wash my work uniform. Having a set routine is crucial for when I’m working. BHT helped me massively. Without them getting back into work would have been much more difficult.”

“Staff support has been phenomenal and very much appreciated.”

“There are no words to express how good you were to me.”

“The great sense of community helped me with my future.”

“My whole way of thinking has changed since moving into the BHT project. I always thought I was on my own, but speaking to people I’ve realised there is a lot of help out there, and that’s the important thing to know. Everyone needs help at times.”

“Accommodation for Work has given me hope. When things went to the wall it put a roof over my head and without it I would have been on the streets.”

“Feeling safe and secure enabled me to work out mental health issues.”

“Thanks for all you have done, you were like a family to me.”

Housing Services

As well as being a homelessness charity and a specialist support provider, BHT is also a registered housing association, providing truly affordable housing for people on low incomes in Hastings and Brighton. We also lease properties in Brighton, Eastbourne and Hastings to increase the housing options for our clients.

While half of our community housing tenants come to us from local housing authorities, half come directly from our support services. These tenants might struggle to maintain their tenancy with a more mainstream landlord, whereas BHT deliberately retains a local housing management presence and a high staff to tenant ratio, resulting in more tenants being able to stay in their homes.

A new initiative from our Housing Services this year was to create a 'Tenancy Sustainment Officer' post. It was established so that more time could be spent with our most vulnerable tenants, and more in-depth assistance, mentoring and coaching offered. The ultimate aim behind the post is to help tenants keep their homes, and to help them to connect with their local area and services. The post holder, Jo, is making useful connections with agencies across Eastbourne, Hastings and Brighton, and linking tenants with training courses, local jobs and mental health services.



"Hi my name is Jo and I am the Tenancy Sustainment Officer in BHT Housing Services. I spend most of my time out and about meeting tenants and developing connections in the local communities. I enjoy working with people, getting to know them and listening to their stories. I believe in building relationships with tenants in order to find out what works best for them and to establish how I can help with their journey."

Last year 513 households and individuals were accommodated in our homes in Brighton, Eastbourne and Hastings.

Some names and photos of people featured in this report have been changed to protect their privacy.

BHT staff enjoying Pride festival in Brighton this year



BHT Services Guide

www.bht.org.uk/services

work, learning & employment

housing services & housing support

combating homelessness

- Accommodation for Work** Manager: **Bernadette Lynch** 01273 645440
Housing and support for homeless people who are actively engaged in work and learning. Accommodation is provided at three shared houses, each for six residents supporting a total of 18 people.
- Addiction Services** Senior Manager: **Blythe Crawford** 01273 604245
Residential housing projects with programmes of support for men and women seeking abstinence and life recovery from drug and/or alcohol addiction.
- Detox Support Project** Senior Manager: **Blythe Crawford** 01273 604245
Supports six residents to detox safely from drug dependence to achieve abstinence, and is clinically supervised by Pavilions Partnership. The Detox Support Project has been assessed as "Outstanding" by the Care Quality Commission.
- Recovery Project** Manager: **Brian Sudway** 01273 684741
A comprehensive programme of individual and group support in a therapeutic community for 26 residents who have achieved abstinence from drugs and/or alcohol.
- Move On** Manager: **Bernadette Lynch** 01273 645414
Supports residents in their on-going recovery and reintegration into work, education and meaningful activity.
- Archway Project** Manager: **Ian Wilson** 01273 748031
A 24 hour residential service comprising of a five and a nine bed house (both registered care homes), for adults with mental health support needs. Both care homes have been assessed as being "Outstanding" by the Care Quality Commission.
- Brighton Advice Centre** Senior Manager: **Sue Hennell** 01273 645455
Provides specialist advice on housing, immigration and welfare benefits related issues, as well as free representation at the Brighton County Court for those facing possession proceedings. Also works in partnership with other providers on the Moneyworks project.
- Brighton Community Housing** Manager: **Penny Laycock** 01323 340018
236 community homes in the Brighton area managed by BHT Housing Services.
- Eastbourne Advice Centre** Manager: **Dan Saxby** 01323 642615
Offers housing and welfare benefits advice by telephone and face to face by appointment as well as advising at the Court Duty Desk Scheme at Lewes County Court.
- First Base Day Centre** Manager: **Mike Byrne** 01273 326844
A resource centre for people who are homeless or vulnerably housed in Brighton & Hove providing access to a wide range of specialist health care services and work and learning opportunities.
- Fulfilling Lives: Multiple and Complex Needs South East Project** Senior Manager: **Jo Rogers** 01424 452619
BHT is the Lead Agency for the Fulfilling Lives South East Project; one of 12 national projects funded by the National Lottery Community Fund working directly with people who have the most complex needs, and changing systems to improve the way services are commissioned.

mental health & wellbeing

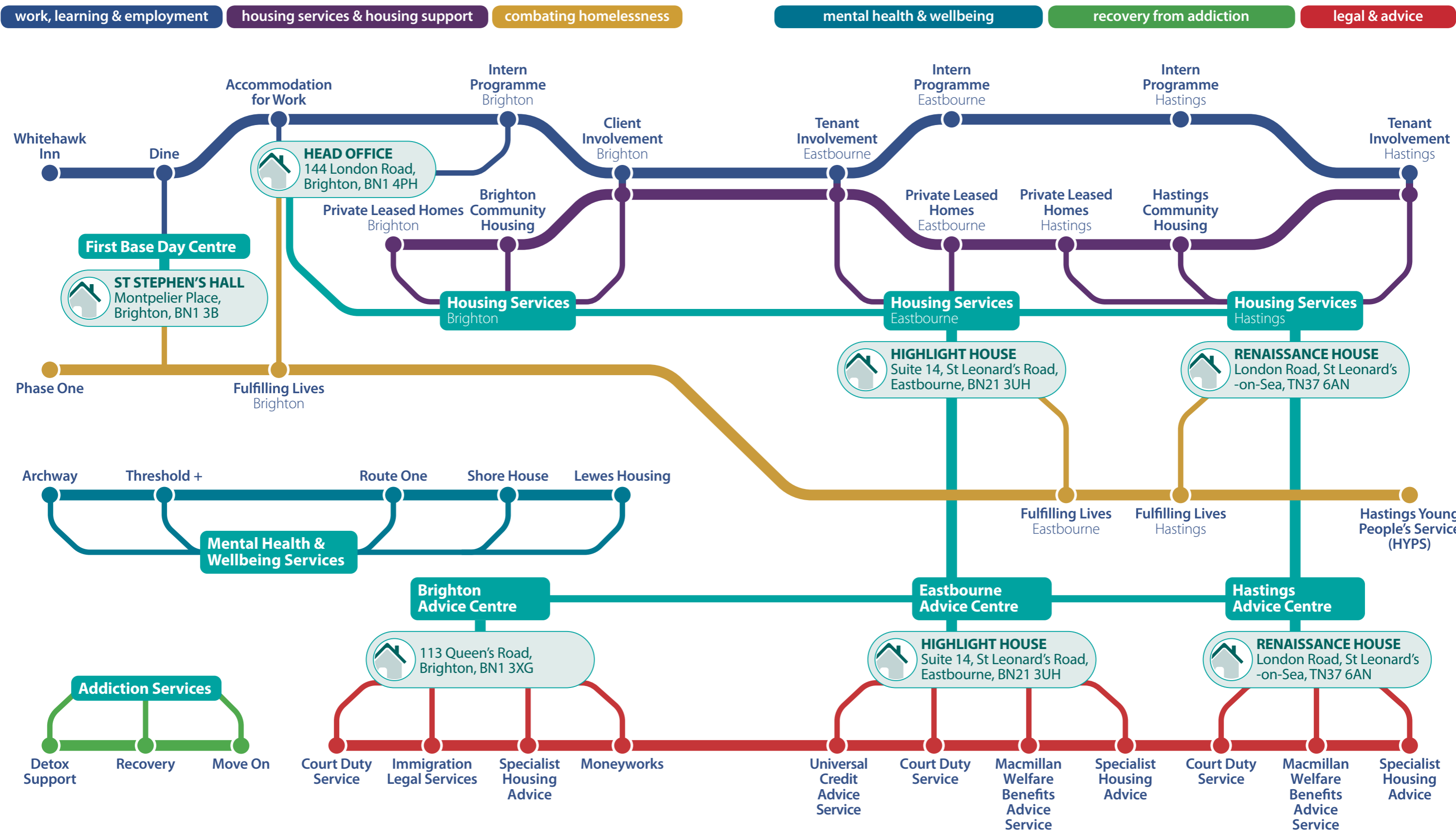
recovery from addiction

legal & advice

- Hastings Advice Centre** Manager: **Jo Wilson** 01424 452610
Provides a range of advice services relating to possession action, homelessness, suitability of accommodation, tenancy rights, disrepair, and allocations policies through an appointment-based service, a drop-in session, and a Court Duty Desk Scheme. An asylum outreach service is also provided to those living in and around Hastings.
- Hastings Community Housing** Manager: **Penny Laycock** 01323 340018
83 community homes in the Hastings and St Leonard's area managed by BHT Housing Services.
- Hastings Young People's Service** Manager: **Simon Treen** 01424 435376
Supported accommodation for 33 young people aged 16 to 25 from Hastings and St Leonard's. Provides the life skills necessary to sustain independent living, and signposts and supports the young people into education, training and employment.
- Intern Programme** Manager: **Murray Begg** 01273 645444
A six month training programme which increases employability through acquisition of skills and experience. References are awarded on completion along with career advice.
- Macmillan Welfare Benefits Advice Service** Manager: **Dan Saxby** 01323 635989
Comprehensive welfare benefits advice available across East Sussex for anyone affected by cancer and their families, delivered in partnership with Money Advice Plus.
- Phase One** Manager: **Tracey Chandler** 01273 328285
A 52 bed high support hostel for single homeless people with complex support needs. Pre-Tenancy Flats offer a stepping stone in preparing for independent accommodation.
- PRS Leasing** Manager: **Penny Laycock** 01323 340018
BHT leases a portfolio of accommodation from private landlords in Brighton & Hove, Eastbourne and Hastings. This initiative aims to provide well-managed homes for clients while they address issues preventing them from accessing their own independent accommodation.
- Route One** Manager: **San Sehjal** 01273 929470
Supported accommodation to 60 adults with mental health support needs in Brighton and Hove, including a women-only house, a high support house, a mixed shared house and self-contained flats.
- Shore House** Manager: **Brodie Hall** 01273 929392
Accommodation and intensive support for 20 people with complex mental health needs, including those with a dual diagnosis. The service works with people to build their skills and confidence, enabling them to move into more independent accommodation within an 18-month timeframe.
- Tenant & Client Involvement** Coordinator: **Alasdair Tenquist** 01273 645443
Works with tenants, clients, staff and management across Brighton & Hove and East Sussex to create opportunities for tenants and clients to get involved in the design, development and delivery of BHT services.
- Threshold +** Manager: **Sharon Munnings** 01273 929472
Threshold provides mental health support to women with a wide range of issues, including anxiety, depression, self-harm, post-traumatic stress, chronic low self-esteem, suicidal thoughts, parenting issues, birth trauma and perinatal depression.
- Whitehawk Inn** Manager: **Simon Hughes** 01273 682222
A community learning centre based in East Brighton, providing information and advice about work and learning, a range of support activities for adults and a variety of free drop-in clubs led by volunteers.

BHT Services Roadmap

www.bht.org.uk/services



Fundraising Roundup

As a charity, we rely on the support of the local community to keep many of our services running. We have had another busy year of fundraising events and are incredibly grateful to our many dedicated supporters who take on challenges, give a regular monthly gift or organise fabulous fundraisers for BHT. Here are a few highlights from 2019:

In the early part of the year, BHT was thrilled to be chosen as the beneficiary charity for 'Hospitality Help the Homeless', an event organised by the Market Restaurant in Hove. The event raised £1,102 through a raffle and saw the city's restaurants hospitality network come together to help a local cause.



BHT supporter and local title-winning boxer, Nick Jenman, braved a new kind of challenge when he took to Brighton's streets for three days and nights to raise funds for BHT. Nick took no phone, money or sleeping bag and only used the services available to rough sleepers in the city. He was motivated by a desire to teach his six-year-old daughter about homelessness and raised an impressive £2,260 in sponsorship.

At Easter one of our dedicated corporate supporters, 15below, donated Easter Eggs for all the members of The Choir With No Name, a choir run in partnership with BHT whose members are homeless or have experienced homelessness.



In May our flagship event, The Greater Brighton Cycle Challenge took place and saw nearly 150 people dusting off their bikes to clock up miles at Preston Park Velodrome. For a second year running, we joined forces with The Living Coast to provide a more challenging option – a 60- and 30-mile ride through the beautiful Sussex countryside. Sponsored by KSD and McLaren Properties, and supported by Evans Cycles, the event raised £12,000 for First Base Day Centre.



To celebrate the 40th anniversary of the 1979 cult classic film Quadrophenia, an interactive event took place at Brighton Palace Pier. Hosted by Gary Shail, who played Spider in the film, Quad40 saw hundreds of people gather for a meet and greet with the cast and crew, fundraising raffle and also a screening of the film. The event raised £2,000 in total!

Soon after we celebrated the first birthday of The Choir With No Name Brighton who put on a fantastic gig at All Saints Church in Hove. The Choir performed feel good, foot-stomping classics from across the decades, were backed by a live band and joined by special guests. All the money raised from the evening went towards the running costs of the Choir, meaning they can continue to run weekly rehearsals all year round.



In October we were thrilled to be awarded a £12,000 donation from HSBC's Community Investment Fund to update the kitchen at the Archway Project so that residents can cook and socialise in a welcoming space. BHT was also selected as Brighton-based Vero Screening's chosen charity. This year a group of their staff members took part in The Greater Brighton Cycle Challenge and hosted fundraising events in their office including a spooky Halloween Bake Off, raising over £700 so far.

We've also got lots of fundraising events on the horizon...

**BHT Christmas Collections:
Saturday 21 December 2019**

Join us for our annual festive street collections, raising money for First Base Day Centre.

**Brighton Half Marathon:
Sunday 23 February 2020**

We've still got some places available in the Brighton Half Marathon, are you up for the challenge?

**Brighton Marathon:
Sunday 19 April 2020**

We've got one place available in the Brighton Marathon so join us for this iconic event and be our #BrightonMarathonHero

**Bike It Brighton:
Sunday 7 June 2020**

Our flagship cycling event has a new name and we're looking for new riders to join us in 2020. Take on a 60- or 30-mile challenge through the South Downs, or our family-friendly cycle on Preston Park Velodrome.

To find out more about our fundraising events, visit: bht.org.uk/get-involved



BHT Financial Information

Trustees' Statement

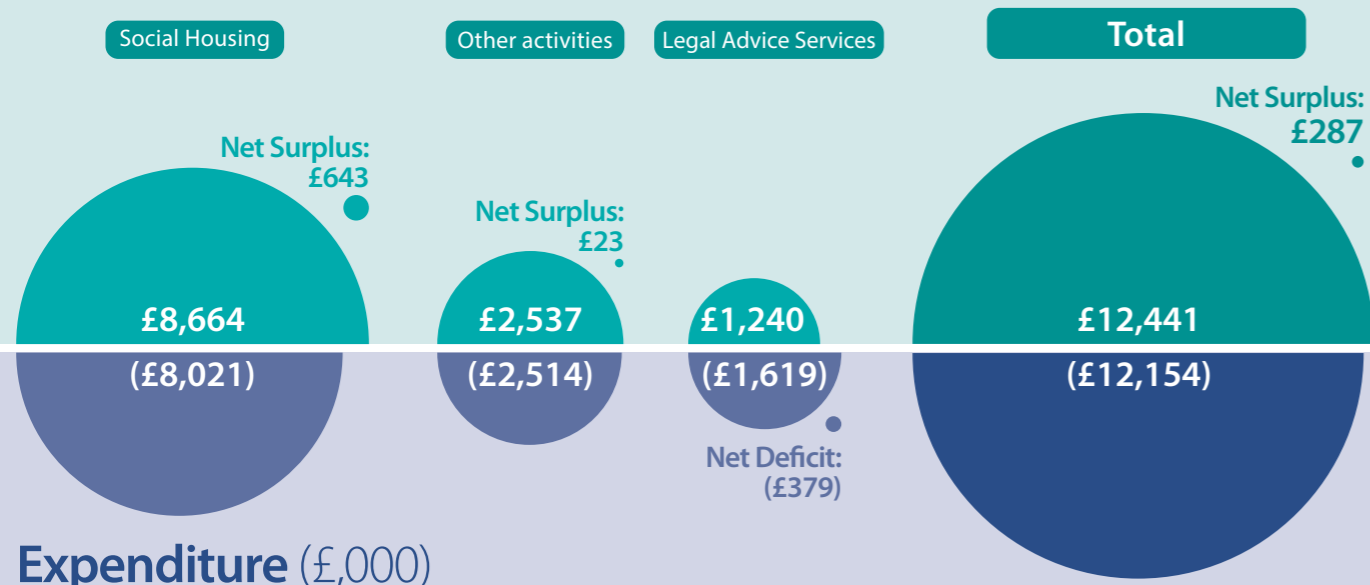
The summary financial information contained on these pages contains data from the management accounts of Brighton Housing Trust for the year ended 31 March 2019 and provides an overview of the income and expenditure for the year.

The full financial statements have been audited by **BDO LLP** and received an unqualified opinion. For further information the full audited financial statements, containing the Report of the Directors and the Auditors' reports, should be consulted.

All financial statements for the current and prior years are submitted to the **Charity Commission, Homes England, the Regulator of Social Housing** and **Companies House** within the relevant statutory deadlines.

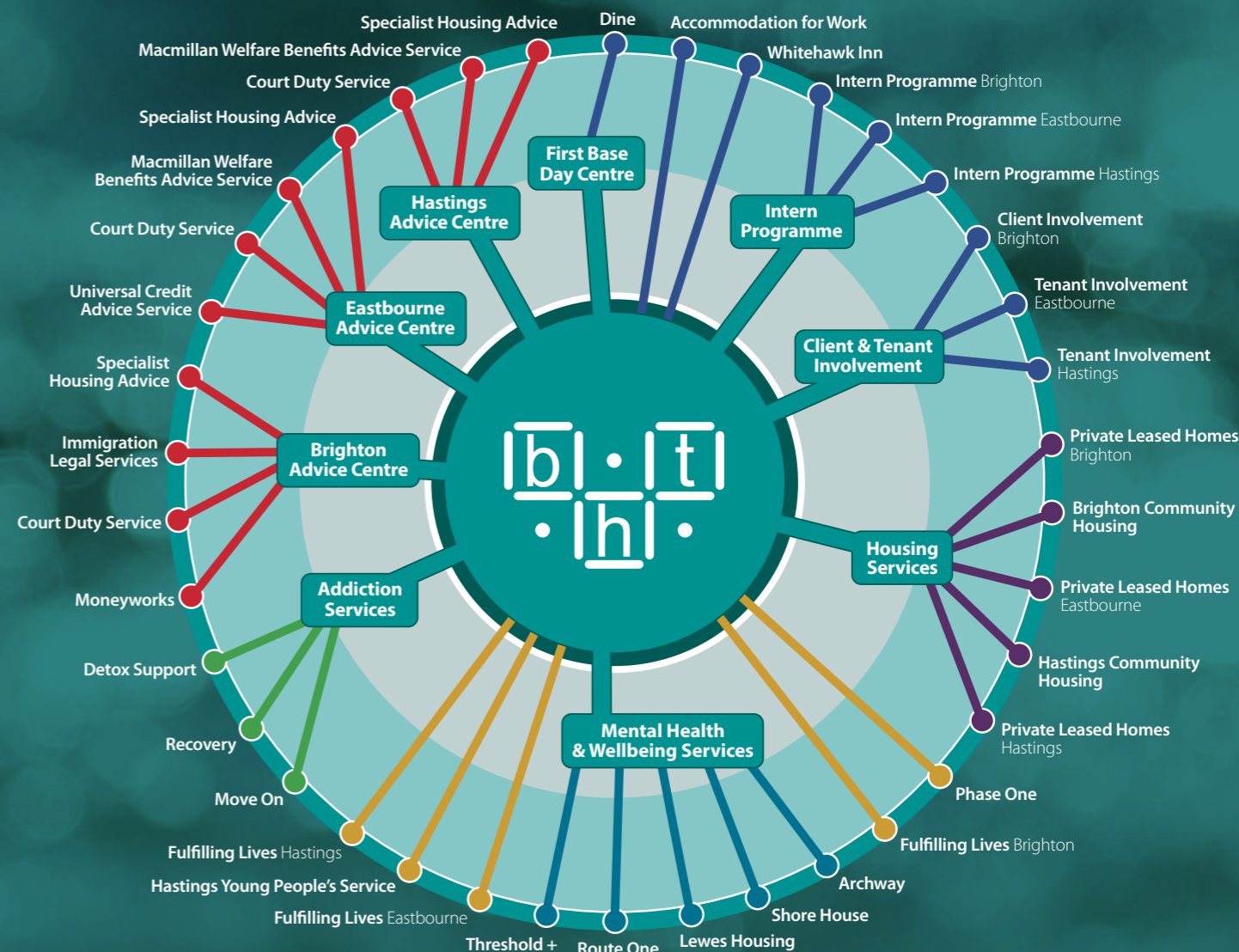
Sunil Desai BHT Company Secretary
December 2019

Income £,000



Expenditure (£,000)

Until Next Time...



You can download the full report and financial statements at www.bht.org.uk/about/publications

Thank YOU

for your support

- Everybody who donates to and/or supports BHT
- Everyone who took part in one of our many fundraising events
- Everyone who kindly donated to our Christmas Appeal

- 15below
- Bevendean School
- Big Egg Films
- Big Hug Brewery
- Brighton & Hove City Council
- Brighton & Hove Clinical Commissioning Group
- Brighton and Hove Buses
- Brighton Dome
- Brighton Masonic Charity
- Brighton Museums and Pavilion
- Brighton Rotary Club
- Brighton Table Tennis Club
- Calypso Browning
- CANCOM
- Cellular Solutions
- Choir With No Name
- Colin Family Foundation
- Court Garden Vineyard & Winery
- Create
- East Sussex County Council
- Eastbourne Borough Council
- Frances Valdes and Nigel Thomas
- FUGU
- Gary Shail and Quad40
- Go Botanical
- GRE Assets
- Groundscapes
- Hastings Borough Council
- HSBC
- Iain Riddell & Gartner
- Ideal
- Inspire Funding
- KSD
- Lady Jane Lloyd
- Lancing College
- Land Aid Trust
- Legal Aid Agency
- Lewes District Council
- London Legal Support Trust
- MacMillan Cancer Support
- Market Restaurant
- Michael and Maureen Chowen
- Mid Sussex Scaffolding
- Mike Stimpson
- Moshino
- Mountain Warehouse (Brighton)
- Naked Voices
- New Era Education
- Old Market Theatre
- Paul Bonett
- Pier Pressure Escape Rooms
- Powis Square Community Assoc
- Propellernet
- QED
- Rank Foundation
- ROCC Computers Ltd
- Royal Pavilion & Museums
- Sainsburys, New England Street
- St Peter and St John, Wivelsfield Church
- Sue Addis and Donatello's
- Team BHT runners
- The Grand Hotel
- The Living Coast
- The Mayor of Brighton & Hove
- The National Lottery Community Fund
- The University of Brighton
- The University of Sussex
- TSB (Brighton Branch)
- Vero Screening
- Wealden, Lewes, Brighton and Hastings Citizens Advice Bureaus

 BHT_Sussex

 BHTSussex

 BHTSussex

 enquiries@bht.org.uk

 www.bht.org.uk/get-involved/donate/



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www.bht.org.uk Combating Homelessness, Creating Opportunities, Promoting Change